Hold for Authentication Message (Mac)

To clear the "Hold for Authentication" message displaying after sending a document to a BluePrint queue on a Mac computer, follow the steps below.

Typically the message is present when:

- computer credentials are supplied instead of Yale printer credentials upon sending a print job to the BluePrint queues.
- if the message appears after recently changing your Yale NetID password, see Updating Stored PaperCut Password (Mac) article for instructions on how to resolve the error.

Step-by-step guide

First, confirm that you are using your Yale credentials when accessing the print server:

1. Upon selecting print from a document to be printed, you will be prompted to connect to the printer "BluePrint_BW" or "BluePrint_Color"- be sure to remove your computer account name that is entered by default and enter your Yale credentials and be sure to checkoff to Remember the password as follows:

   ![Password Entry](image)

2. If you receive a notification that the document was sent to the queue, the issue has been resolved.

If the issue still persists, force quit PCClient and clear PaperCut credentials stored in Keychain access:

1. Force Quit UserClient (PaperCut) by launching Activity Monitor, locate and select UserClient, and click the stop sign in the toolbar to quit the application:

   ![Activity Monitor](image)

2. Open KeyChain Access, locate items containing BluePrint or paperc in the title and right-click to delete them.

3. Launch PCClient again from Applications in Finder and you should be prompted for credentials again. Supply your Yale credentials and select to Always remember as follows: